



## Trinity Academy of Gymnastics Summer Camp Refund Policy

### **Refund Policy:**

- A 100% tuition refund (minus processing fees) will be issued when your request for a refund is submitted *no later* than two weeks PRIOR to the Camp Start Date. All camps run from Monday through Friday. This means in order to receive a full refund (minus processing fees) your refund request MUST be submitted no later than TWO Mondays PRIOR to your camp.
- All refund requests must be submitted in writing via email to: [admin@trinitygymnastics.org](mailto:admin@trinitygymnastics.org)
- All refund requests must include the following information: Student name, Parent name, Parent phone number and email used in Parent Portal, Camp you are requesting a refund for. We will contact you via phone or email to confirm your refund request.
- Only the enrolling Parent/Guardian of the enrolled student can request the cancellation of enrollment.
- Refund will be made via our merchant services provider to the credit card used to make the original payment.
- All refunds may take up to two weeks to process.
- NOTE: Nonattendance does NOT constitute an official withdrawal from a camp, NOR a cancellation of tuition and fees. If your child is absent a day, several days or all days of camp, a refund will NOT be issued for any days missed.
- If you cancel between 7-13 days prior to the Camp Start Date, 50% of the original camp fee will be issued in the form of a non-refundable credit on your Trinity Academy of Gymnastics ledger for future use toward any Trinity Academy of Gymnastics classes, future Camps, Open Gyms, Birthday Party Packages or Special Events (ie. Parents' Night Out). Account credits may not be used toward the Aerial Arts Program , Aerial Arts Registration Fee, USAG or GIJO Team fees or Competition Fees.
- If you cancel between 0-6 days prior to the Camp Start Date, no refund will be issued.
- We understand emergencies come up. If you have a family loss or emergency: a death, injury or accident that makes it impossible for your child/children to attend, please contact us at the gym office regarding these special circumstances.
- Unfortunately, we cannot provide refunds for events such as weather emergencies, or other acts of God, as those are not within our control.
  - If you have any questions or need any further clarification, please do not hesitate to email us at [admin@trinitygymnastics.org](mailto:admin@trinitygymnastics.org), call the gym office (847-854-8518) or stop by to speak with one of our friendly staff.

***Unsure of the Deadline Date to request a refund? See the chart on the next page!***

## Refund Policy & Reporting Absences

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<b>Camp Name:</b>	<b>Dates:</b>	<b>Deadline for 100% Refund</b>	<b>14-7 Days for 50% Credit</b>
1. Ninja Camp	6/05 - 6/09/23	5/22/2023	5/29/2023
2. Gymnastics Camp	6/12 - 6/16/23	5/29/2023	5/05/2023
3. Gymnastics Slime Camp	6/19 - 6/23/23	6/05/2023	6/12/2023
4. Gymnastics Superheroes & Villains Camp	6/26 - 6/30/23	6/12/2023	6/19/2023
5. Ninja Camp	7/10 - 7/14/23	6/26/2023	7/03/2023
**Please NOTE: Trinity is closed July 3rd - 9th, so any calls or emails during this time will not receive a reply until Monday, July 10th. We invite you to still email your request.			
6. Olympic Camp	7/17 - 7/21/23	7/03/2023	7/10/2023
**Please NOTE: Trinity is closed July 3rd - 9th, so any calls or emails during this time will not receive a reply until Monday, July 10th. We invite you to still email your request.			
7. Jedi Training Camp	7/24 - 7/28/23	7/10/2023	7/17/2023
8. Water Fun Camp	7/31 - 8/04/23	7/17/2023	7/24/2023
9. Ninja Camp	8/07 - 8/11/23	7/24/2023	7/31/2023

**Absences:**

- \* If your child is going to be absent and will not be able to attend any days of camp due, please notify us via email or by calling our office to notify staff. We do prepare activities to cater to the number of children/youth in attendance.
- \* Please ensure you read our Policies regarding illness/health concerns. We ask that you follow these guidelines for the safety and well-being of all in attendance, both children/youth and our Staff who are there to serve many families.
- \* If your child/youth is absent for the day, one of our friendly staff may reach out to you about the status of your child's attendance. We do this out of concern, as well as being attentive to your child's safety.
- \* To report an absence, you can login through your parent portal, go to your Student's Name with the circle Icon that has your child's initials or is personalized with a photo of your child, click "Future Absences", and enter the absence "By Date". A calendar will pop up that will give you the option of which day your child will be absent, choose your date. Next, it will give you an option to select the Camp your child is enrolled in. If your child is enrolled in more than one activity that day and they will only be missing Camp, only select the box next to their Camp. You are welcome to "Leave an optional comment", however it is not required. Click submit. (If you struggle with this, you may also email or call us at the gym and we can guide you through it for your future use.)
- \* For any questions regarding refunds due to absences, see our "Refund Policy".